

H. Please replace the paragraph beginning at page 14, line 27 and ending at page 15, line 11 with the following paragraph:

bs ---Figure 6 shows the script 11 view seen by a user, with text 15, questions 17 (“Need license key ?” “Need upgrade to Siebel 99”, “Need assistance on new Smart Script”), with the answer to “Need assistance on new Smart Script” leading to another question (“How long have you been working with Smart Script?”) and answer 19 choice box, and a subsequent question “Have you read the documentation?” 17.---

I. Please replace the paragraph beginning at page 16, line 21 and ending at page 16, line 30 with the following paragraph:

Ba ---The structural diagram, shown in Figure 7, contains a high level, metadata view of the links between questions, 17, and pages, 13, and illustrates the ability for the administrator to navigate through the list of scripts, related scripts (i.e. groups) pages, questions and answers. Figure 8 shows a further logical and metadata and schema view of the script 11 for the telephone sale of a computer, where question 17a is a confirmation of interest, and actions 18a and 18b are links to a database to input interest, 18a, and find a solution, 18b. Question 17b is a confirmation of computer, with an input of a computer 18c by the representative if the customer does not specify a computer. The next question 17c, request a computer model input with links to a recommendation, 23c, and “when Purchase”, 17d. ---

#### **IN THE DRAWINGS:**

Please amend the drawings in accordance with the attached Request for Approval of Drawing Amendments. No new matter has been added.

#### **IN THE CLAIMS:**

A. Please amend claims 1- 20 and 22 in the following manner. The amendments to the claims are indicated in the attached appendix.

1. (Amended) A system for facilitating interaction between a customer and a service provider, said system being configurable and comprising a set of reusable components; said system further comprising a script and an associated database, wherein
- said script comprises a hierarchical set of structured pages,
  - at least one of said one or more pages comprising a structured set of questions,
  - at least one of said questions having user responses, and
  - at least one of said user responses causing the system to either
    - link to an associated database, or
    - link to another question in the script.
2. (Amended) The system of claim 1 wherein said reusable components comprise objects, data, public functions, and private functions, and wherein said public functions can be accessed through derived classes of objects.
3. (Amended) The system of claim 1 wherein said reusable components comprise routines, subroutines, and functions, pass data through global variables to local variables therein, and are accessed through calls.
4. (Amended) The system of claim 1 wherein said link to an associated database is a query.
5. (Amended) The system of claim 4 wherein the output of the database is a link to another question in the script.
6. (Amended) The system of claim 4 wherein the output of the database is data related to the interaction.
7. (Amended) The system of claim 1 wherein the link to another question in the script is a link to another question in another page in the script.

8. (Amended) The system of claim 1 wherein said system further comprises computer program code for facilitating interaction between a customer and a service provider, said computer program code comprising a script and an associated database, wherein said computer program code causes the system to:

- a) present a question to a user;
- b) receive a response from the user; and
- c) branch to link to
  - i) the associated database or
  - ii) to another question in response to the user's response to the question.

9. (Amended) The system of claim 8 wherein the computer program code causes a query of the associated database.

10. (Amended) The system of claim 9 wherein the computer program code causes the database to output a link to another question in the script.

11. (Amended) The system of claim 9 wherein the computer program code causes the database to output data related to the interaction.

12. (Amended) The system of claim 8 wherein the computer program code cause a link to another question which is in another page in the script.

13. (Amended) The system of claim 8 wherein said computer program code comprises base objects containing data, public functions, and private functions, and said computer program code is configured to utilize additional classes of objects inheriting properties of said base objects.

14. (Amended) The system of claim 8 wherein said computer program code comprises functions, routines, and subroutines, containing data, global variables, and local variables, and said computer program code is configured to utilize additional calls calling said functions, routines, and subroutines.

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15. (Amended) The system of claim 1 wherein said system is configured to verify one or more of the absence of unreachable pages, unreachable questions, and missing answer branches, and the presence of pages called by the script and translations.

16. (Amended) A method of configuring software adapted for facilitating interaction between a customer and a service provider utilizing a script and an associated database, said method calling a set of reusable components, and wherein

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- a) said script comprises a hierarchical set of structured pages,
  - b) at least one of said one or more pages comprising a structured set of questions,
  - c) at least one of said questions having user responses, and
  - d) at least one of said likely user responses causing the software to either
    - i) link to an associated database, or
    - ii) link to another question in the script,

said method comprising the steps of:

- a) presenting a question to a user;
- b) receiving a response from the user; and
- c) branching in response to the user's response to the question to link to
  - i) the associated database, or
  - ii) to another question.

17. (Amended) The method of claim 16 comprising querying the database through the said link to the associated database is a database query or a database entry.

18. (Amended) The method of claim 17 wherein the output of the database is a link to another question in the script.

19. (Amended) The method of claim 17 wherein the output of the database is data related to the interaction.

20. (Amended) The method of claim 16 comprising linking to another page in the script.

22. (Amended) The method of claim 16 comprising verifying one or more of the absence of unreachable pages, unreachable questions, and missing answer branches, and the presence of pages called by the script and translations.

B. Please add the following new Claims.

23. (New) A system for scripting interaction, comprising:  
an interface to a server having a database of information; and  
a client coupled to the interface to the server for access to the database, the client configured to present a first question to a user, present a second question in response to a first answer from the user in response to the first question, and present a third question in response to a second answer from the user in response to the first question.
24. (New) the system of claim 23 wherein the client is further configured to send at least one of the first answer and the second answer to the interface to the server.
25. (New) A method for scripting, comprising:  
linking a first answer and a second answer to a first question;  
linking the first answer to a second question;  
linking the second answer to a third question;  
presenting the first question to a user;  
presenting the second question to the user if the user responds with the first answer; and  
presenting the third question to the user if the user responds with the second answer.
26. (New) A method for scripting an interactive dialog, comprising:  
linking a first plurality of questions based on a first plurality of user choices in response to each of the first linked first plurality of questions;  
grouping the linked first plurality of questions into a first page; and  
presenting the first page to a user.
27. (New) The method of claim 26, further comprising:  
receiving a user selection indicating one of the first plurality of user choices in response to a corresponding one of the linked first plurality of questions; and

promoting the interactive dialog to another one of the linked first plurality of questions based on the user selection.

28. (New) The method of claim 26, further comprising:  
linking a second plurality of questions based on a second plurality of user choices in response to each of the linked second plurality of questions;  
grouping the linked second plurality of questions into a second page; and  
receiving a user selection indicating one of the first plurality of user choices in response to a corresponding one of the linked first plurality of questions; and  
promoting the interactive dialog to one of the linked second plurality of questions based on the user selection.

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29. (New) A method for configuring a script, comprising:  
creating a plurality of questions;  
creating a plurality of answers associated with each of the plurality of questions;  
storing the plurality of questions and the plurality of answers in at least one table;  
building at least one page, wherein building the at least one page includes:  
selecting a first question from the stored plurality of questions;  
selecting one of the stored plurality of answers corresponding to the first question;  
selecting a second question from the stored plurality of questions; and  
defining a link between the one of the stored plurality of answers corresponding to the first question and the second question, wherein the first question and the second question are to be presented to a user together; and  
selecting a style from a predetermined set of style options in order to define a visual appearance of the at least one page.

30. (New) The method of claim 29, further comprising:  
creating at least one translation for each of the stored plurality of questions and each of the stored plurality of answers; and  
storing the at least one translation in the at least one table.